

Tips for Provisioning Success

Changes to the User Provisioning Manual:

- **Warning: CSV Filenames must have no embedded spaces.** The file upload process requires that the filename of the CSV file to be uploaded have no embedded spaces. For example, a file named “My Digital Library Users.csv” will be rejected. Use an underscore character (“_”) instead of a space to create a filename such as “My_Digital_Library_Users.csv.”
- **Warning: Use unique names for your CSV filenames.** If you use a common name for your CSV file, it’s possible that you may overwrite someone else’s files that use the same name, or that your file will be overwritten. Personalize your file names with additional characters such dates/times, initials, school or district IDs, etc. This makes it much less likely that your file or someone else’s file is overwritten.
- **Warning: To be notified of errors in the upload process, you must include a row with your information and the action field completed with the term “NOTIFY” as indicated in Table 2. Columns in a CSV Upload File.** The use of a NOTIFY row provides contact information for system notifications of the status of the file upload. Include at least one NOTIFY row in order to be informed of the success or failure of the processing of the uploaded file.
- **Warning: Commas Not Allowed** Do not include commas in any of the fields within the CSV file. For example, the last name Johnson, Jr. is not allowed and may cause the entire upload to fail.

Other Information:

- Welcome emails to users with a link and temporary password from Smarter-DoNotReply should start **within 1 minute** of a successful provisioning. If users do not receive emails, then the upload has not been successful.
- Users will not be able to log in to the Digital Library without going through the Single Sign On page Password Update and Security Question to authenticate their credentials.
- When the users follow the directions in the Welcome email and go to the <https://www.smarterbalancedlibrary.org> link, they will be sent to the landing page for the Smarter Balanced Single Sign On to change their password and answer a security question. After that, once users log in to the Digital Library they should bookmark the site. There is a known issue with the log out screen and log in screen on the Digital Library. If a user manually logs out of the Digital Library and attempts to log back in from the log out screen, the system displays an error message. Once they have valid credentials, users can log into the Digital Library by navigating directly to <https://www.smarterbalancedlibrary.org>.